



## King County

**ADMINISTRATIVE SPECIALIST III  
DEPARTMENT OF EXECUTIVE SERVICES  
RECORDS, ELECTIONS & LICENSING SERVICES DIVISION**

**Hourly Rate Range: \$18.05 – 22.88**

**Job Announcement: 05WM5600**

**OPEN: 4/10/2006**

**CLOSE: 4/24/2006**

**WHO MAY APPLY:** This recruitment is open to regular King County employees and the general public. Initial consideration will be given to members of Teamsters Local 117 – Admin. Support bargaining unit. **Note: This is a reposting of a previous announcement to solicit additional applications. Persons who responded to the prior announcement need not reapply.**

**WHERE TO APPLY:** Required forms and materials **must** be sent to: **King County Human Resources Division, 500 4th Ave, Room 450, Seattle, WA 98104. Application materials must be received by 4:30 p.m. on the closing date.** (Postmarks are NOT ACCEPTED.) Contact **Ward MacKenzie**, HR Administrator, at **206-296-1584** for further inquiries.

**PLEASE NOTE:** Applications not received at the location specified above may not be processed.

**FORMS AND MATERIALS REQUIRED:** A [completed application packet](http://www.metrokc.gov/ohrm/jobs/), including a **King County application form and data sheet, resume and response to the supplemental questionnaire.** King County application forms can be obtained at the address above or downloaded from the King County website: <http://www.metrokc.gov/ohrm/jobs/>.

**WORK LOCATION:** King County Administration Building, 500 – 4th Avenue, Room 553, Seattle **OR** assigned locations.

**WORK SCHEDULE:** This position is overtime-eligible. The workweek is 35 hours, 8:30 AM – 4:30 PM, Monday through Friday. Mandatory overtime and weekend or evening work may be required as needed.

**PRIMARY JOB DUTIES INCLUDE:** Provides full-time administrative lead support in an assigned section of King County Elections. Duties include leading in one or more specialized election related activities such as processing voter registration and provisional ballots, issuing absentee ballots, opening absentee ballots, verifying signatures, tabulation of ballots, providing excellent customer service in responding to voter information questions both in-person and over the phone and responding to email and written correspondence.

The essential job functions stated below require knowledge, ability and skill in applying office guidelines, procedures and work methods in a fast-paced, dynamic work environment:

- Lead workgroups in specialized election related activities, including organizing and coordinating work activities, providing training and directions to staff, and documenting procedures and instructions.
- Perform audit of daily work activities, maintain processing statistics, and ensure quality and efficiency of workgroup output.

- Establish, maintain, modify, track and/or retrieve information and compile data that may require research to resolve questions/problems. Develop spreadsheets and word documents and prepare reports.
- Provide and/or acquire authoritative program-specific information that requires interpretation of established policies, procedures, regulations and other relevant sources to internal and/or external customers over the telephone, in writing and/or in person.
- Participate in planning efforts, prepare performance data and critical process analysis, and address quality control issues.
- Identify, recommend, and implement operational work process improvements.
- Perform other election related duties as assigned.

**REQUIRED QUALIFICATIONS:**

- Two (2) years experience training staff, providing direction and delegating work assignments.
- Two (2) years experience providing exemplary customer service in responding to citizen inquiries and/or working with interest special groups in person and via telephone (demonstrating discretion, patience, etiquette, and professionalism).
- Two (2) years of progressively responsible administrative/secretarial/office experience which demonstrates knowledge of general office practices, policies and principles.
- Data entry with high level accuracy and speed (minimum of 7000 keystrokes per hour).
- Demonstrated experience in evaluating and recommending ways to improve administrative processes and other office efficiencies.
- Proven interpersonal and human relations skills and ability to work with a wide variety of operational, administrative, professional and technical staff, as well as public officials and the public with tact and diplomacy.
- Knowledge of conflict resolution skills.
- Ability to learn and retain functional knowledge of elections terminology and office processes in a short time span.
- Proven ability to interpret, apply and follow established rules, regulations, codes, policies, procedures or ordinances.
- Ability to follow oral and written instructions and follow through with assignments.
- Demonstrated experience in conducting research on specific work assignments using analytical and problem-solving skills.
- Ability to multi-task, perform work under pressure, and meet tight deadlines in an organized fashion.
- Excellent oral and written communication skills, including proper use of English, grammar, and spelling and ability to apply appropriate tone to correspondence.
- Demonstrated intermediate to advanced skill in use of software applications (Microsoft Word, Excel, Outlook, and Explorer);
- Knowledge of mathematics and ability to work at a high level of accuracy with numbers.
- Experience in the use and operation of standard office equipment, including personal computer, photocopier, fax machine, calculator, and multi-line telephone.

**DESIRABLE QUALIFICATIONS:**

- Degree/Certificate in Business Administration, Business Technology, Office Administration, or related area.
- Ability to use Microsoft Project, PowerPoint, and Access.

**NECESSARY REQUIREMENTS:**

A valid Washington State Driver's License or the ability to travel throughout King County in a timely manner.

**SELECTION PROCESS:** Application materials will be screened for qualifications, clarity and completeness. Computer tests will be scheduled to assess the following skills: keyboarding, data entry, math and word processing skills, as well as knowledge of Excel and Word. Additionally, your application materials, including your **resume and supplemental questionnaire responses**, will be evaluated. The most competitive candidates will be invited to oral interviews.

**UNION MEMBERSHIP:** Positions in this classification are represented by Teamsters Local 117 - Admin. Support.

**CLASS CODE: 8388**

**SUPPLEMENTAL QUESTIONNAIRE**

1. Describe your work experience providing training and direction to staff and delegating work assignments. Include the name of your employer and the specific duties and responsibilities of your position, and a description of your work environment and whether you worked independently or as part of a team.
2. Describe in detail your work experience in providing customer service, responding to inquiries and resolving complaints or other issues and working with citizens and/or special interest groups. Include the name of your employer and your responsibility, as well as whether you handled customer service by correspondence, over the telephone or in person.
3. Describe your work experience and ability to interpret, apply and follow established rules, regulations, codes, policies, procedures or ordinances.
4. Describe your work experience conducting research on specific work assignments, using analytical and problem-solving skills.
5. Provide additional information regarding your work experience which relates to the remaining items stated under *Required and Desirable Qualifications*.

***(Please note that the above items 1-5 will be carefully evaluated)***